

2001  
Consumer Satisfaction  
*for*  
**Missouri Southwestern Region**  
**Regional Report**  
Community-based Services

Division of Comprehensive Psychiatric Services  
Missouri Department of Mental Health



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*Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.*

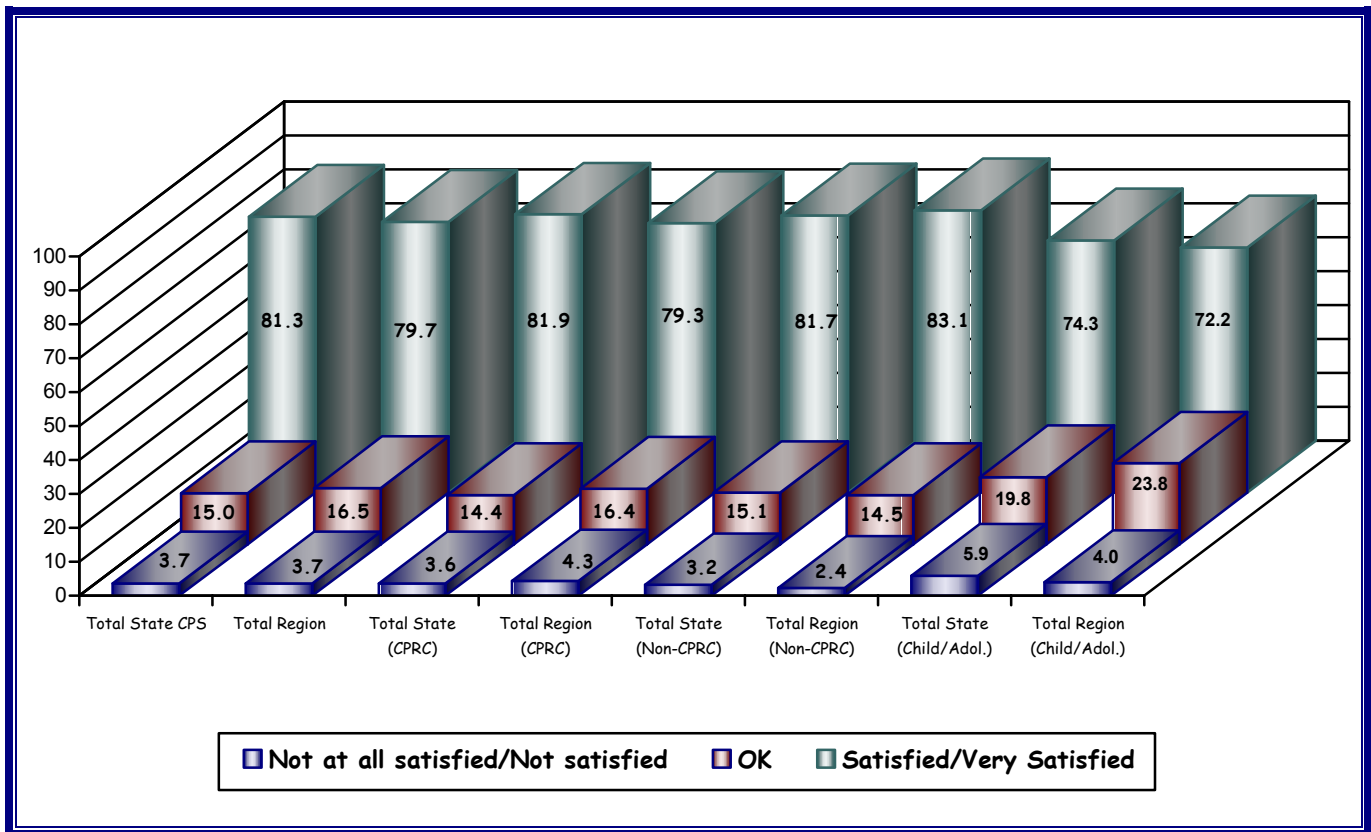
August 2001



# Demographics

		Total Served		Survey Returns			
		Total State CPS Community Services	Total Region CPS Community Services	Total Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
<b>SEX</b>	Male	46.8%	47.9%	46.5%	49.8%	37.1%	53.8%
	Female	53.2%	52.1%	53.5%	50.2%	62.9%	46.2%
<b>RACE</b>	White	79.7%	84.8%	85.0%	84.2%	88.7%	79.4%
	Black	17.9%	12.2%	8.1%	9.5%	4.9%	8.4%
	Hispanic	.5%	0.8%	1.4%	1.0%	1.8%	3.1%
	Native American	.4%	0.6%	1.4%	1.4%	1.5%	0.8%
	Pacific Islander	0.1%	0.1%	0.2%	0.2%	0.3%	0%
	Other	1.4%	1.5%	3.9%	3.7%	2.8%	8.4%
<b>AGE</b>	0-17	15.9%	18.6%	10.2%	0.4%	1.0%	98.5%
	18-49	61.2%	60.5%	65.4%	69.7%	77.9%	1.5%
	50+	22.9%	20.9%	24.4%	29.9%	21.1%	0%
Region includes: Clark Community Mental Health Center, Ozark Center, Burrell Mental Health Services, Pathways-Nevada, Truman Medical Center-Nevada							

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Overall, 81.3% of the individuals served by Comprehensive Psychiatric Services were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was lower than the state average (79.7% for this region versus 81.3% for the state).
- The responses from Non-CPRC consumers were higher than the responses from consumers in the other programs (83.1% with at least a "satisfied" rating).
- The lowest satisfaction was in the Child Adolescent program, where 72.2% of those served gave a "satisfied" or "very satisfied" response.

# Satisfaction with Services

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total Region Child/ Adolescent
with the staff who serve you?	4.31 (5176)	4.28 (1387)	4.31 (3404)	4.28 (874)	4.38 (1393)	4.37 (386)	4.46 (427)	4.03 (127)
with how much your staff know about how to get things done?	4.23 (5125)	4.22 (1367)	4.25 (3371)	4.22 (859)	4.23 (1377)	4.27 (381)	4.31 (425)	4.04 (127)
with how staff keep things about you and your life confidential?	4.34 (5082)	4.31 (1352)	4.31 (3339)	4.28 (847)	4.45 (1370)	4.42 (380)	4.57 (424)	4.16 (125)
that your treatment plan has what you want in it?	4.17 (5063)	4.17 (1349)	4.19 (3336)	4.18 (849)	4.14 (1352)	4.20 (374)	4.28 (412)	4.03 (126)
that your treatment plan is being followed by those who assist you?	4.22 (5061)	4.23 (1351)	4.25 (3345)	4.23 (857)	4.20 (1344)	4.26 (368)	4.34 (419)	4.11 (126)
that the agency staff respect your ethnic and cultural background?	4.35 (4864)	4.35 (1288)	4.34 (3194)	4.36 (811)	4.40 (1301)	4.43 (354)	4.54 (411)	4.10 (123)
with the services that you receive?	4.30 (5107)	4.27 (1361)	4.31 (3357)	4.26 (856)	4.32 (1376)	4.35 (379)	4.41 (422)	4.12 (126)
that services are provided in a timely manner?	4.22 (5122)	4.20 (1367)	4.24 (3372)	4.21 (861)	4.21 (1380)	4.24 (382)	4.34 (424)	4.06 (124)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

## Some of the key findings were:

- The participants in the Comprehensive Psychiatric Services programs were satisfied with the services they received. All ratings were above a 4.00 ("satisfied"). The ratings of this region ranged from 4.17 to 4.35.
- The highest rated item was respect for ethnic and cultural backgrounds (mean of 4.35).
- The lowest rated item was the content of the treatment plan (mean of 4.17).
- Out of the programs in this region, the Non-CPRC Adult participants were the most satisfied with services (mean rating of 4.35).

# Satisfaction with Quality of Life

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total Region Child/ Adolescent
with how you spend your day?	3.47 (5098)	3.47 (1370)	3.55 (3377)	3.56 (861)	3.22 (1385)	3.21 (389)	3.46 (344)	3.67 (120)
with where you live?	3.66 (5068)	3.64 (1355)	3.71 (3348)	3.75 (850)	3.48 (1382)	3.40 (385)	4.13 (341)	3.68 (120)
with the amount of choices you have in your life?	3.43 (5083)	3.41 (1362)	3.52 (3362)	3.52 (857)	3.20 (1386)	3.17 (387)	3.70 (345)	3.38 (118)
with the opportunities/chances you have to make friends?	3.52 (5052)	3.50 (1364)	3.61 (3349)	3.61 (860)	3.25 (1367)	3.22 (384)	3.59 (347)	3.55 (120)
with your general health care?	3.69 (5038)	3.72 (1355)	3.77 (3344)	3.84 (856)	3.44 (1370)	3.41 (384)	4.05 (350)	3.89 (115)
with what you do during your free time?	3.53 (5076)	3.56 (1364)	3.62 (3365)	3.67 (859)	3.25 (1378)	3.21 (387)	3.36 (342)	3.83 (118)
How safe do you feel . . .								
in your home/agency?	3.97 (4890)	3.93 (1303)	3.97 (3229)	3.96 (822)	3.91 (1321)	3.81 (365)	4.41 (367)	4.03 (116)
in your neighborhood?	3.80 (4824)	3.75 (1281)	3.81 (3182)	3.79 (808)	3.75 (1303)	3.64 (357)	4.01 (362)	3.77 (116)
<p>The first number represents a mean rating.</p> <p>Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>								

## Some of the key findings were:

- The quality of life ratings were significantly below the ratings of Comprehensive Psychiatric Services and service ratings.
- The consumers in this region were most satisfied with how safe they feel in their home (mean of 3.93) and least satisfied with amount of choices they have in their lives (mean of 3.41).

## CPS Comparison of Gender

A comparison was made between the responses from male and female consumers. Males were more satisfied with how they spend their day, their general health care, and what they do in their free time. Females were more satisfied with the staff, confidentiality, respect of ethnic and cultural backgrounds and services received. (See Table I-1).

Table I-1

### CPS Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you? (c)	4.19 (614)	4.34 (706)	F(1,1318)=8.484, p=.004
with how staff keep things about you and your life confidential? (c)	4.23 (598)	4.37 (690)	F(1,1286)=6.363, p=.012
that the agency staff respect your ethnic and cultural background?	4.29 (570)	4.42 (660)	F(1,1228)=6.620, p=.010
with the services that you receive?	4.21 (602)	4.32 (694)	F(1,1294)=4.315, p=.038
with how you spend your day?	3.57 (607)	3.36 (697)	F(1,1302)=11.493, p=.001
with your general health care?	3.83 (598)	3.62 (694)	F(1,1290)=11.524, p=.001
with what you do during your free time?	3.66 (603)	3.44 (696)	F(1,1297)=10.949, p=.001

## CPS Comparison of Race/Ethnicity

*There were no significant differences.*

# CPS Comparison of Age Groups

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) young adults between 18 and 49 years of age; and (3) adults 50 years of age or older. The youth under the age of 18 were most satisfied with how they spend their day, their general health care, and what they do in their free time. The adults 50 years or older were most satisfied with the remaining significant items. (See Table I-3.)

Table I-3

## CPS Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	4.02 (127)	4.31 (841)	4.34 (314)	F(2,1279)=6.272, p=.002
with how much your staff know about how to get things done? (b)	4.02 (127)	4.22 (828)	4.33 (308)	F(2,1260)=5.892, p=.003
with how staff keep things about you and your life confidential?	4.17 (125)	4.31 (823)	4.41 (303)	F(2,1248)=3.017, p=.049
that your treatment plan has what you want in it? (b)	4.00 (126)	4.19 (814)	4.29 (308)	F(2,1245)=4.154, p=.016
that the agency staff respect your ethnic and cultural background? (a, b)	4.10 (122)	4.39 (779)	4.42 (292)	F(2,1190)=6.663, p=.001
with the services you receive? (b)	4.10 (126)	4.27 (825)	4.37 (309)	F(2,1257)=3.819, p=.022
with how you spend your day? (a, c)	3.68 (120)	3.36 (837)	3.64 (311)	F(2,1265)=9.971, p<.001
with where you live? (c)	3.71 (120)	3.57 (829)	3.85 (305)	F(2,1251)=6.414, p=.002
with the opportunities/chances you have to make friends? (c)	3.60 (120)	3.40 (833)	3.74 (310)	F(2,1260)=10.196, p<.001
with your general health care? (a, c)	3.92 (115)	3.65 (835)	3.84 (304)	F(2,1251)=5.723, p=.003
with what you do during your free time? (a, c)	3.85 (118)	3.45 (836)	3.66 (310)	F(2,1261)=8.232, p<.001
<i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50+ Years. (c) Interaction between 18-49 Years and 50+ Years.				



# CPS Comparison of Current Living Arrangements

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who lived with their Biological Parent were most satisfied with what they do in their free time. The Homeless consumers were most satisfied with confidentiality and services received. Consumers who lived in a Residential Treatment Facility were most satisfied with how they spend their day. Those who lived in a Group Home were most satisfied with opportunities to make friends and safety in their neighborhood. Those who lived independently were most satisfied with all other significant items. (See Table I-4).

Table I-4

## CPS Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a, b)	4.44 (796)	3.99 (198)	3.95 (165)	4.18 (17)	4.21 (67)	4.24 (80)	F(5,1317)=13.804, p<.001
with how much your staff know about how to get things done? (a, b)	4.35 (788)	4.04 (192)	3.85 (161)	4.06 (17)	4.13 (67)	4.23 (79)	F(5,1298)=11.232, p<.001
with how staff keep things about you and your life confidential? (a, b)	4.45 (778)	4.06 (190)	3.97 (161)	4.56 (17)	4.19 (67)	4.23 (77)	F(5,1284)=10.603, p<.001
that your treatment plan has what you want in it? (a, b)	4.29 (773)	4.01 (196)	3.93 (159)	4.00 (17)	4.01 (67)	4.19 (78)	F(5,1284)=6.062, p<.001
that your treatment plan is being followed by those who assist you? (a, b)	4.36 (773)	4.02 (195)	3.99 (158)	4.06 (17)	4.03 (67)	4.14 (79)	F(5,1283)=8.331, p<.001
that the agency staff respect your ethnic and cultural background? (a, b)	4.50 (732)	4.19 (178)	4.01 (159)	4.47 (17)	4.22 (65)	4.30 (76)	F(5,1221)=11.454, p<.001
with the services you receive? (a, b)	4.40 (788)	4.10 (185)	3.97 (162)	4.47 (17)	4.06 (66)	4.17 (82)	F(5,1294)=9.069, p<.001
that services are provided in a timely manner? (a, b)	4.35 (789)	3.93 (193)	3.89 (159)	4.06 (17)	4.04 (67)	4.32 (81)	F(5,1300)=11.495, p<.001
with how you spend your day? (d, e, f, g)	3.41 (792)	3.50 (195)	3.65 (161)	2.53 (17)	3.63 (63)	3.63 (80)	F(5,1302)=4.329, p=.001
with where you live? (c, d, e, f, g)	3.71 (784)	3.51 (193)	3.63 (161)	1.75 (16)	3.63 (63)	3.71 (78)	F(5,1289)=9.228, p<.001
with the opportunities/chances you have to make friends?	3.42 (788)	3.72 (195)	3.69 (160)	2.82 (17)	3.33 (63)	3.63 (79)	F(5,1296)=4.682, p<.001
with what you do during your free time? (d, f)	3.47 (794)	3.75 (195)	3.63 (159)	2.63 (16)	3.87 (61)	3.62 (78)	F(5,1297)=5.067, p<.001
with how safe you feel in your home/agency? (c, d, e, f, g)	3.97 (761)	3.86 (184)	3.94 (150)	2.36 (11)	3.92 (62)	3.76 (76)	F(5,1238)=5.196, p<.001
with how safe you feel in your neighborhood? (c, d, e, f, g)	3.75 (752)	3.89 (177)	3.88 (144)	2.07 (15)	3.56 (62)	3.57 (74)	F(5,1218)=8.564, p<.001

*Scheffe post-hoc significance at .05 or less.*

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Homeless.
- (d) Interaction between Group Home and Homeless.
- (e) Interaction between RTF and Homeless.
- (f) Interaction between Homeless and Biological Parents.
- (g) Interaction between Homeless and Other.

# CPS Comparison Between Those Who Lived and Did Not Live in Residential Treatment Facilities

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. Consumers that had not lived in a residential treatment facility were more satisfied with the staff, knowledge of the staff, confidentiality, content of the treatment plan, following the treatment plan, respect of ethnic and cultural backgrounds, and services received. Consumers that had lived in a Residential Treatment Facility were more satisfied with the timeliness of services being provided, opportunities to make friends, their general health care, what they do in their free time, and safety in their neighborhood. (See Table I-5).

Table I-5

## CPS Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.07 (399)	4.39 (900)	F(1,1297)=34.455, p<.001
with how much your staff know about how to get things done?	3.99 (395)	4.33 (888)	F(1,1281)=41.417, p<.001
with how staff keep things about you and your life confidential?	4.03 (390)	4.45 (878)	F(1,1266)=53.929, p<.001
that your treatment plan has what you want in it?	3.97 (390)	4.29 (873)	F(1,1261)=33.436, p<.001
that your treatment plan is being followed by those who assist you?	4.02 (391)	4.34 (873)	F(1,1262)=34.168, p<.001
that the agency staff respect your ethnic and cultural background?	4.13 (380)	4.48 (829)	F(1,1207)=44.185, p<.001
with the services you receive?	4.04 (392)	4.38 (886)	F(1,1276)=37.006, p<.001
that services are provided in a timely manner?	3.66 (394)	3.42 (883)	F(1,1281)=32.240, p<.001
with the opportunities/chances you have to make friends?	3.84 (386)	3.67 (883)	F(1,1275)=11.390, p<.001
with your general health care?	3.66 (393)	3.51 (886)	F(1,1267)=6.424, p=.011
with what you do during your free time?	4.00 (375)	3.91 (847)	F(1,1277)=4.361, p=.037
with how safe you feel in your neighborhood?	3.93 (360)	3.68 (843)	F(1,1201)=12.519, p<.001

# CPS Comparison across Programs

A comparison was made across the different comprehensive psychiatric services programs. CPRC consumers were most satisfied with where they live, amount of choices, and opportunities to make friends. Non-CPRC consumers were most satisfied with the staff, the knowledge of the staff, confidentiality, respect of ethnic and cultural backgrounds and services received. The child/Adolescent consumers were most satisfied with how they spend their day, their general health care, and what they do in their free time. (See Table I-6.)

Table I-6

## CPS Consumers - Comparison across Programs

How satisfied are you...	CPRC Adult	Non-CPRC Adult	Child/Adolescent	Significance
with the staff who serve you? (b, c)	4.28 (874)	4.37 (386)	4.03 (127)	F(2,1384)=6.763, p=.001
with how much your staff know about how to get things done? (c)	4.22 (859)	4.27 (381)	4.04 (127)	F(2,1364)=3.065, p=.047
with how staff keep things about you and your life confidential? (c)	4.28 (847)	4.42 (380)	4.16 (125)	F(2,1349)=4.354, p=.013
that the agency staff respect your ethnic and cultural background? (b, c)	4.36 (811)	4.43 (354)	4.10 (123)	F(2,1285)=6.592, p=.001
with the services received?	4.26 (856)	4.35 (379)	4.12 (126)	F(2,1358)=3.134, p=.044
with how you spend your day? (a, c)	3.56 (861)	3.21 (389)	3.67 (120)	F(2,1367)=15.782, p<.001
with where you live? (a)	3.75 (850)	3.40 (385)	3.68 (120)	F(2,1352)=11.372, p<.001
with the amount of choices you have in your life? (a)	3.52 (857)	3.17 (387)	3.38 (118)	F(2,1359)=12.224, p<.001
with the opportunities/chances you have to make friends? (a, b)	3.61 (860)	3.22 (384)	3.55 (120)	F(2,1361)=15.593, p<.001
with your general health care? (a, c)	3.84 (856)	3.41 (384)	3.89 (115)	F(2,1352)=22.337, p<.001
with what you do during your free time? (a, c)	3.67 (859)	3.21 (387)	3.83 (118)	F(2,1361)=25.312, p<.001
<i>Scheffe post-hoc significance at .05 or less.</i>				
(a) Interaction between CPRC Adults and Non-CPRC Adults.				
(b) Interaction between CPRC Adults and Child/Adolescent.				
(c) Interaction between Non-CPRC Adults and Child/Adolescents.				